



Greetings! We would like to take this opportunity to welcome you to Westglow. Since 1990, we have been dedicated to serving the health, fitness, and relaxation needs of the High Country through our exclusive membership program. Our members enjoy all the amenities at our Spa, as well as preferred access to our facilities, priority scheduling for service appointments, and membership discounts on services and products. In addition, you will enjoy members only social events, special pricing in our dining room and bar.

Enclosed, you will find information detailing member privileges and payment terms. We hope you will consider joining our resort and becoming part of the Westglow family. If you have any questions, please feel free to contact our staff. We invite you to tour the property to experience all that Westglow has to offer!

Sincerely,
Owners & Staff of Westglow
Westglow Spa



Westglow Spa's founder, Glynda Valentine, purchased Westglow in 1978 initially as a family home but with intention of eventually converting the estate into a destination spa - a "healthy year-round camp for adults." With over 25 years of experience running fitness centers in the south, Ms. Valentine was an early proponent of programs to boost fitness, longevity and health, rather than focusing exclusively on the concept of losing weight. Ms. Valentine herself adhered to the principles of a fit and healthy lifestyle for over 20 years and attested personally to its benefits.

Westglow Spa was purchased in late 2005 by Bonnie and Jamie Schaefer, who were longtime members of Westglow prior to becoming owners. The Schaefer's immediately began an extensive renovation of the Westglow property, adding modern touches while preserving historic integrity. Glynda Valentine remained a vital part of Westglow and led the hikes until her death.

After many months of love, hard work and thoughtful design on the part of the Schaefer's and their restoration team, Westglow greeted the summer of 2007 refreshed with lush landscaping, beautifully updated spa facilities, and a gloriously restored and redecorated manor house. Several of Elliott Daingerfield's paintings have been acquired by the Schaefer's and returned home to Westglow where they are displayed at the Manor House; "Sunset Through the Greenwood" and "The Sisters" hang in Daingerfield's dining room.

In November 2023 the property was sold to three couples who have been long-standing members of Westglow. Their collective vision is "To Make Westglow the Best That it can Be", began with various renovations. The manor guest rooms and their bathrooms have been updated, the dining room moved to the parlor and a cozy, piano bar is now in the original dining room. Future projects will include offering a state of the art gym and spa area.



Exclusive Membership Benefits for Westglow

Access to Newly Renovated Premium Facilities

Westglow offers a range of exceptional dining options, including the renowned Daingerfield dining room and the charming yet vibrant Elliott's Bar, complete with a piano bar atmosphere. To enhance your membership, we also provide discounted boutique lodging. Our all-inclusive spa and salon facilities, featuring relaxation amenities, are nestled in a beautifully serene environment, creating the ultimate experience for our members. We will begin a two-year process of updating and renovating the Spa beginning in January of 2025. We hope to complete the process without an extended closure of any of the spa or fitness facilities.

Spa & Gym Benefits

- **Gym Access & Group Classes:** Members enjoy unlimited access to the resort's gym during open hours, along with a diverse range of exercise classes, including yoga, water aerobics, cycling and additional specialty classes. Special rates are also available for private training sessions to enhance your fitness journey.
- **Exclusive Retreats & Bootcamps:** Members receive invitations to exclusive fitness retreats, boot camps, and wellness programs that focus on health, fitness, and relaxation, providing unique opportunities to rejuvenate and strengthen both body and mind.

Health & Wellness Program

- **Spa & Wellness Perks:** Members enjoy a 20% discount on spa treatments, salon services, and private training, along with priority booking for spa services, including access to exclusive treatments.
- **Wellness Retreats & Workshops:** Gain access to private wellness retreats, mindfulness workshops, and seasonal detox programs, all led by experienced trainers and therapists, designed to rejuvenate and inspire.
- **Personalized Health Tracking:** Members receive a complimentary consultation with our wellness expert or nutrition advisor, along with a personalized fitness and health plan tailored to help achieve specific goals upon joining. Additionally, members have access to one complimentary yearly health consultation."



Westglow Hotel

- **Personalized Welcome Experience:** Upon arrival, members are greeted with a personalized check-in, which includes a thoughtfully curated welcome package. This may feature a bottle of wine, artisanal chocolates, or locally sourced gifts, making your first impression at Westglow truly special.
- **Exclusive Room Rates:** Members enjoy special discounted rates on rooms or suites when available, along with the option for priority upgrades. Additionally, guests of members also receive discounts, enhancing the overall experience for your visitors.
- **Longer Stay Discounts:** For members booking extended stays, we offer discounted rates for longer bookings, as well as special packages that combine accommodation, dining, and wellness experiences, ensuring a delightful and value-filled stay at Westglow.

Daingerfield, Elliott's Bar, and the Piano Bar

- **Dining Perks:** Members receive priority booking for dining and special events, along with personalized recommendations tailored to their interests, ensuring a unique dining experience.
- **Discount:** Enjoy a 10% discount on all dining bills, allowing you to savor our exquisite offerings at a reduced cost.
- **Private Events:** Members have exclusive access to book larger parties in the Sun Room or at the larger tables in Daingerfields, providing a perfect setting for special gatherings.
- **Exclusive Access:** Delight in exclusive tasting menus, private dining options in the Sun Room, and a members-only wine list in the restaurant, enhancing your culinary adventures at Westglow.

Private Events & Experiences

- **Early Access to New Experiences:** As a member, you'll be among the first to enjoy new offerings, whether it's an exciting new restaurant menu or a specially designed spa treatment, ensuring you always have the latest experiences at your fingertips.
- **Exclusive Member-Only Events:** Receive invitations to private wine-tasting evenings, cocktail receptions, themed dinners, and special cultural events held at the property, providing unique opportunities to connect with fellow members.
- **Cultural & Nature Experiences:** Enjoy access to curated, members-only excursions, including guided historical tours, nature walks, and cooking classes with our chef, allowing you to enrich your experience at Westglow through immersive and educational activities.
- **Seasonal Celebrations:** Exclusive invites to annual holiday events or celebrations hosted by the resort, such as New Year's Eve gala dinners, summer garden parties, or harvest celebrations.



Loyalty Rewards & Member Milestones

- **Anniversary Recognition:** Celebrate your membership milestones with a personalized gift or a complimentary upgrade during your visit for anniversaries or birthdays, making your special occasions even more memorable.
- **Referral Program:** Enjoy rewards for referring new members to Westglow, such as complimentary spa treatments, dining credits, or free nights at the resort, allowing you to share the Westglow experience with friends and family while reaping the benefits.

Special Member Communications

- **Monthly Newsletter:** Stay informed with our exclusive monthly newsletter that provides updates on upcoming events, seasonal offerings, and resort news. Members receive a sneak peek of upcoming experiences before they are announced to the general public.
- **Direct Access to Management:** Enjoy personalized communication with resort management for special requests, trip planning, or tailored experiences, ensuring that your needs and preferences are prioritized during your stays at Westglow

Contacts:

Kaitlin Bridger (Memberships & Finance)
828-571-3168

Jennifer Hale (Manor Hotel)
828-295-9144

Michele Bacuros (Spa & Facility Operations)
828-263-4421 ext. 1033

Restaurant 828-295-9144



Membership
Rates & Terms

Membership
Significant Other is Included:

\$8,000 initiation fee
\$3,600 annual dues
(payable with application)

Junior Memberships Available

Inquire for Details

Membership Payment Terms:

Annual dues and Initiation fee are due on the date of enrollment. Subsequent annual dues paid each January following. Dues cannot be split between parties or billed separately.

Memberships may be cancelled with 30 days' notice.



Payment Agreement

Initiation:

For the value received, I promise to pay Westglow Resort & Spa at its offices in Watauga County, North Carolina, the sum of \$8,000 as an initiation fee.

Annual Dues:

Annual dues are the sum of \$3,600, payable in 1 Installment of \$3,600 or 12 Payments/year if monthly billing is desired.

Please note that membership is non-transferable. Westglow reserves the right to adjust pricing for dues and services at any time without notice. Member accounts with balances overdue by thirty days or more are subject to cancellation without refund.

Member signature

Witness & date



Membership Application

Member Name

Spouse Name

Email Address

Date of Birth

Permanent Residence Address

Second Residence Address

Recurring Payment Info/Card on File



☐ Visa ☐ Mastercard ☐ Amex ☐ Discover

Name on Card _____

Credit Card Number: _____

Expiration Date: _____ CVV: _____

Mobile Phone # _____

Second Phone # _____

Employer Name _____

Employer Phone # _____

Employer Address _____

Member Occupation _____

Emergency Contact: _____ Phone# _____

How did you become acquainted with Westglow?



WAIVER OF LIABILITY

State of North Carolina, County of Watauga, Westglow Spa

I understand that my participation in any event or activity provided by Westglow Resort & Spa is completely voluntary, and I assume all risks of such participation. I acknowledge that any cardiovascular or resistance (weight) work-out, or any other exercise program, involves certain inherent risks of injury or illness, and that Westglow Spa cannot assume responsibility for any such inherent risks. I further acknowledge that Westglow Resort & Spa is located in the mountains at an altitude of approximately 4000 feet above sea level, and that I should consult with my physician as to whether any exercise regimen or other activity is inappropriate for me at this altitude. In consideration of being allowed to participate in any outing, other activity, or service provided by Westglow Resort & Spa, and on behalf of myself, my personal representatives, heirs and assigns, I do fully and forever release, discharge and hold harmless Westglow Resort & Spa, its agents and employees from all claims for property damage, or personal injury that may rise from my participation in any outing, other activity or service provided on or off premises of Westglow Resort & Spa and not arising from negligence of Westglow Resort & Spa or its agents.

Notice to Guests: This property is privately owned and management reserves the right to refuse service to anyone, and will not be responsible for loss of money, jewelry or valuables of any kind.

Participant's Signature_____

Printed Full Name_____

Contact Person in case of injury or emergency_____

Emergency Contact Phone Number _____

Today's Date_____

Arrival Date_____



Client Intake Form (Self)

Personal Information:

Name: _____

Date of Birth: _____

Emergency Contact Name and Phone: _____

Date of Initial Visit _____

1. Do you have any medical conditions, if so please explain? Examples: contagious skin conditions, arthritis, heart conditions, claustrophobia?

2. Are you currently under medical supervision of a Chiropractor or Physician? Yes No
If yes, please explain

3. Do you wear contact lenses? ____Yes ____No

4. Are you currently taking any medication? ____Yes ____No

If yes, please list _____

5. Has your doctor ever said that you have a heart condition and that you should only do physical activity recommended by a doctor? ____Yes ____No

6. Do you feel pain in your chest when you do physical activity? ____Yes ____No

7. Do you lose your balance because of dizziness, or do you ever lose consciousness?
____Yes ____No

8. Have you had a professional massage before? ____Yes ____No

If yes, how often do you receive massage therapy? _____

9. Do you have any difficulty lying on your front, back, or side? ____Yes ____No

If yes, please explain _____



10. Do you sit for long hours at a workstation, computer, or driving? ____Yes ____No

If yes, please describe_____

11. Do you perform any repetitive movement in your work, sports, or hobby?

____Yes ____No

If yes, please describe_____

12. Do you have any particular goals in mind for your massage session? ____Yes ____No

If yes, please explain_____

13. Do you have any allergies (examples: nuts, iodine, shellfish, latex, etc.)?

____Yes ____No

If yes, please explain_____

14. Do you have sensitive skin? ____Yes ____No

15. Have you ever had an adverse reaction after using skincare products?

Circle any that apply:

Rash Irritation Peeling Skin Sensitivity Breakout Redness



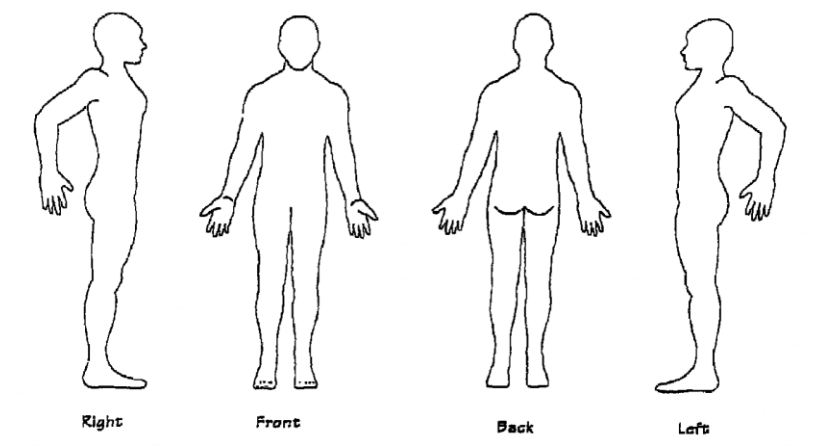
16. Have you used Retin-A, Renova, Glycolic Acid, AHA, Salicylic Acid, Retinol / Vitamin A products in the past 3 months? ☐ Yes ☐ No

If yes, please explain _____

17. Do you use acne medications? ☐ Yes ☐ No

If yes, please list _____

Place an **X** in any areas you are experiencing tension, stiffness, pain or other discomfort



I understand that the body work that I receive is provided for the basic purpose of relaxation and relief of muscular tension. If I experience any pain or discomfort during the session, I will immediately inform the therapist so that the pressure and/or strokes may be adjusted to my level of comfort. I further understand that massage should not be construed as a substitute for medical examination, diagnosis, or treatment. I understand that massage therapists are not qualified to perform spinal or skeletal adjustments, diagnose, prescribe, or treat any physical or mental illness, and that nothing said in the course of the session given should be construed as such. I affirm that I have stated all my known medical conditions and answered all questions honestly. I agree to keep the massage therapist updated as to any changes in my medical profile during the session and understand that there shall be no liability on the massage therapists or Westglow Resort and Spa's part should I fail to do so.

Signature _____

Date _____



Client Intake Form (Spouse)

Personal Information:

Name: _____

Date of Birth: _____

Emergency Contact Name and Phone: _____

Date of Initial Visit _____

1. Do you have any medical conditions, if so please explain? Examples: contagious skin conditions, arthritis, heart conditions, claustrophobia?

2. Are you currently under medical supervision of a Chiropractor or Physician? Yes No
If yes, please explain

3. Do you wear contact lenses? ____Yes ____No

4. Are you currently taking any medication? ____Yes ____No

If yes, please list _____

5. Has your doctor ever said that you have a heart condition and that you should only do physical activity recommended by a doctor? ____Yes ____No

6. Do you feel pain in your chest when you do physical activity? ____Yes ____No

7. Do you lose your balance because of dizziness, or do you ever lose consciousness?
____Yes ____No

8. Have you had a professional massage before? ____Yes ____No

If yes, how often do you receive massage therapy? _____

9. Do you have any difficulty lying on your front, back, or side? ____Yes ____No

If yes, please explain _____



10. Do you sit for long hours at a workstation, computer, or driving? ____Yes ____No

If yes, please describe_____

11. Do you perform any repetitive movement in your work, sports, or hobby?

____Yes ____No

If yes, please describe_____

12. Do you have any particular goals in mind for your massage session? ____Yes ____No

If yes, please explain_____

13. Do you have any allergies (examples: nuts, iodine, shellfish, latex, etc.)?

____Yes ____No

If yes, please explain_____

14. Do you have sensitive skin? ____Yes ____No

15. Have you ever had an adverse reaction after using skincare products?

Circle any that apply:

Rash Irritation Peeling Skin Sensitivity Breakout Redness



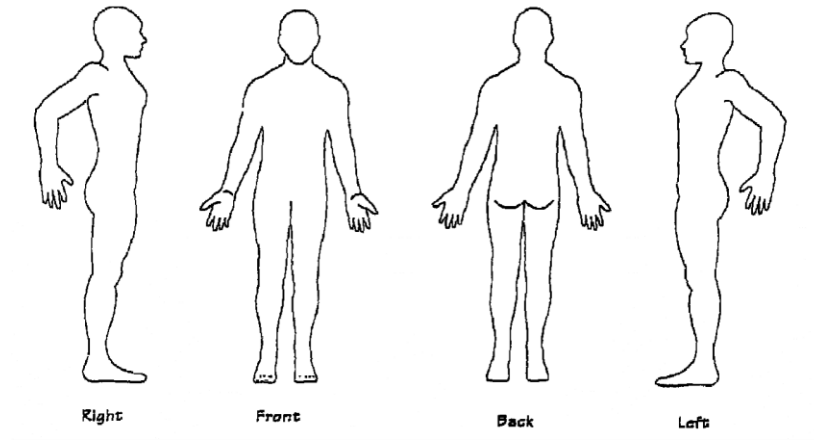
16. Have you used Retin-A, Renova, Glycolic Acid, AHA, Salicylic Acid, Retinol / Vitamin A products in the past 3 months? ☐ Yes ☐ No

If yes, please explain _____

17. Do you use acne medications? ☐ Yes ☐ No

If yes, please list _____

Place an **X** in any areas you are experiencing tension, stiffness, pain or other discomfort



I understand that the body work that I receive is provided for the basic purpose of relaxation and relief of muscular tension. If I experience any pain or discomfort during the session, I will immediately inform the therapist so that the pressure and/or strokes may be adjusted to my level of comfort. I further understand that massage should not be construed as a substitute for medical examination, diagnosis, or treatment. I understand that massage therapists are not qualified to perform spinal or skeletal adjustments, diagnose, prescribe, or treat any physical or mental illness, and that nothing said in the course of the session given should be construed as such. I affirm that I have stated all my known medical conditions and answered all questions honestly. I agree to keep the massage therapist updated as to any changes in my medical profile during the session and understand that there shall be no liability on the massage therapists or Westglow Resort and Spa's part should I fail to do so.

Signature _____

Date _____